

# Trauma-Informed Healthcare Strengthens Patients, Providers, Organizations and Communities

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1

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2



3

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3

4

## AETC Program National Centers and HIV Curriculum

- **National Coordinating Resource Center** – serves as the central web –based repository for AETC Program training and capacity building resources; its website includes a free virtual library with training and technical assistance materials, a program directory, and a calendar of trainings and other events. Learn more: <https://aidsetc.org/>
- **National Clinician Consultation Center** – provides free, peer-to-peer, expert advice for health professionals on HIV prevention, care, and treatment and related topics. Learn more: <https://nccc.ucsf.edu>
- **National HIV Curriculum** – provides ongoing, up –to-date HIV training and information for health professionals through a free, web –based curriculum; also provides free CME credits, CNE contact hours, CE contact hours, and maintenance of certification credits. Learn more: [www.hiv.uw.edu](http://www.hiv.uw.edu)



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4

5

## Learning Objectives

After participating in this webinar, learners will be able to:

1. **Identify** the four R's of Trauma Informed Care (TIC).
2. **List and describe two communication skills** that help to promote a feeling of safety for patients receiving in-person and virtual HIV treatment and care.
3. **Examine** the Adverse Childhood Experiences Study and discuss how the study findings inform current trauma-informed practices.
4. **Describe** how the symptoms of hypervigilance and numbing can negatively impact an individual's ability to link to and engage in HIV care.
5. **Describe** a technique that supports a person's ability to attend to their surroundings and better regulate their emotions in the clinic setting.
6. **Discuss** three advantages of becoming a trauma informed organization/agency/individual.

5

6



## Caring for Ourselves

### Supporting Wellbeing and Resiliency

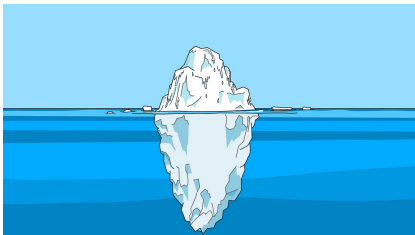



6


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## Icebreaker Chat Activity

“Share something about yourself that I wouldn’t know by looking at you.”

An illustration of an iceberg floating in the ocean. The tip of the iceberg is visible above the water line, while a much larger, jagged portion is submerged below the surface, representing hidden information.

4/18/24

The logo for AETC Southeast, featuring a red ribbon and the text "AETC AIDS Education & Training Center Program Southeast".

7

8

## Welcoming Self-Compassion and Self-Care

An illustration of a large group of small, dark-colored stick figures. In the center, one stick figure is highlighted in white and has its arms raised, standing out from the crowd.

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The logo for AETC Southeast, featuring a red ribbon and the text "AETC AIDS Education & Training Center Program Southeast".

8



## Chat Response Question

On a scale of 0-10, provide a rating of your current level of distress.

**Numerical Rating Scale**

0 1 2 3 4 5 6 7 8 9 10

None Mild Moderate Severe

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9

## Stress and Performance

Stress Performance Connection

**General Adaptation Syndrome**

**Hans Selye**

Image accessed on 6/13/2020 at <http://stress-awareness.weebly.com/effects-of-stress.html>

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10

11

## Stress

### Two Types of Stress

**Routine Stress**

0

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**Traumatic Stress**


0

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**Both Adversely  
Effect Functioning**



[www.psychotherapy-center.com](http://www.psychotherapy-center.com)

Image accessed on 6/14/2022 at  
[www.psychotherapy-center.com](http://www.psychotherapy-center.com)

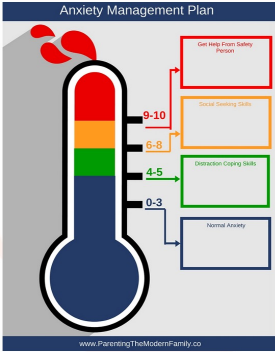


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11


12

## Stress Indicators



www.ParentingTheModernFamily.co

- Changes in eating habits
- Change in weight
- Losing interest/apathy
- Difficulty holding a conversation
- Conflict in relationships
- Fatigue/sleeping more
- Changes in relationships
- Self-isolation
- Difficulty getting tasks done
- Not interested in usual activities
- Depressive and/or anxiety symptoms



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12

13

**Stress**

**Stress Injuries**

- Traumatic Injury**
- Grief Injury**
- Moral Injury**
- Fatigue Injury**

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13

14

**Stress Injuries Can Cause Distress**

- A feeling of extreme worry, sadness or pain that can occur in response to any adversity
- Emotional distress often responds well to supportive strategies

- Sorrow
- Agony
- Grief
- Misery
- Anguish
- Upset


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14

15

## Grounding Intervention



BREATH      FEET      BODY




15


15

16

## What is Self-Compassion?



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16


16

17



## Self-Compassion



The life-changing perspective of showing kindness to ourselves in all situations.



A supportive best friend that lives within us and can be accessed anytime and every day.

17

18

## Three Components of Self-Compassion

A decision to be kind to ourselves

A mindful awareness when we are in pain so that we can seek some relief

A sense of common humanity or connectedness

- Kristin Neff, Professor of Educational Psychology, University of Texas at Austin
- Co-Author of *The Mindful Self-Compassion Workbook*





18

19

## Group Chat

How do you practice self compassion?

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19

20

## TRAUMA

Those experiences that produce intense emotional pain, fear, or distress; *possibly* having long-term physiological and psychological consequences.



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20

20

21

## The Three E's of Trauma

1. **Event:** May be a single event or a series of events
2. **Experience:** Everyone's experience will be different
3. **Effected:** Some people will be effected and some will not

**Stress Meter**  
Rate your stress. Connect with resources.  
Please select the most applicable level of stress, below:

0 1 2 3 4 5 6 7 8 9 10

NO STRESS MILD MODERATE SEVERE

21

22

## Traumatic Event Categories

Abuse	Loss	Chronic
<input type="checkbox"/> Physical <input type="checkbox"/> Sexual <input type="checkbox"/> Emotional <input type="checkbox"/> Bullying <input type="checkbox"/> Witnessing Violence <input type="checkbox"/> Domestic Violence	<input type="checkbox"/> Natural Disaster and/or Health Emergency <input type="checkbox"/> Death <input type="checkbox"/> Abandonment <input type="checkbox"/> Neglect <input type="checkbox"/> Terrorism/War <input type="checkbox"/> Accidents	<input type="checkbox"/> Stigma <input type="checkbox"/> Unstable Housing <input type="checkbox"/> Food Insecurity <input type="checkbox"/> Disability <input type="checkbox"/> Poverty <input type="checkbox"/> Historical Trauma

22

23

## Types of Trauma

Acute

Trauma

Complex

Chronic

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24

## Grounding Intervention

BREATH

FEET

BODY

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25

25

## Adopting a Trauma Informed Approach to Care

The Substance Abuse and Mental Health Services Administration (SAMHSA) established the **4 R's of trauma informed care** for organizations and healthcare workers:


1. **Realize** the impact of trauma
2. **Recognize** the signs and symptoms of trauma
3. **Respond** by integrating the principles and knowledge of trauma policies, procedures and practices
4. **Resist** re-traumatizing individuals



25



26

26



## Chat Question

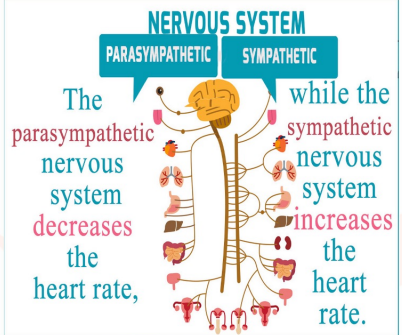
Using the scale of 0-10, with 0 being a clinic/organization having no formal trauma-informed practices, policies, protocols or procedures and 10 being a clinic/agency that has a formal and comprehensive trauma-informed system of care with written practices, policies and procedures, **choose a number that describes the organization where you work or attend school.**

26

27

## Practices That Tap our Natural Place of Calm



**NERVOUS SYSTEM**

**PARASYMPATHETIC**    **SYMPATHETIC**


The parasympathetic nervous system decreases the heart rate,

while the sympathetic nervous system increases the heart rate.

Way of feeling safe through:

- Care
- Bonding
- Connectedness

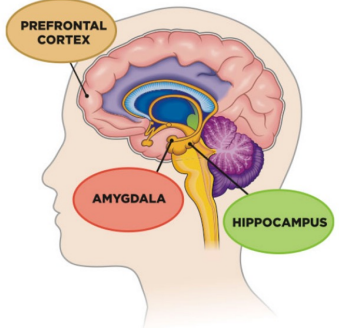
April 18, 2024    Image source: <https://bodytomy.com/sympathetic-parasympathetic>



27

28

## Three Major Structures Within the Brain That Regulate the Stress Response



**PREFRONTAL CORTEX**

**AMYGDALA**


**HIPPOCAMPUS**

**Hippocampus**  
"Memory Saver"

**Amygdala**  
"Security Guard"

**Prefrontal Cortex (PFC)**  
"Wise Leader"

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28

29

## Survival: Instinctive Brain Overrides the Conscious Parts

**FIGHT**

**FLIGHT**

**FREEZE**

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30

## Trauma Response Goal: Survival

- ✓ Fight
- ✓ Flight

**5 TRAUMA RESPONSES**

PHYSIOLOGICAL REACTIONS: THE 5 F'S

<p><b>AUTONOMIC NERVOUS SYSTEM</b></p> <p>Hyperarousal, alarmed / startled</p> <p>Increases heart rate, blood pressure, breathing</p> <p><b>FIGHT</b></p> <p>Physical aggression; attacker may be smaller / weaker.</p> <p>Verbal aggression, e.g., saying "no."</p> <p><a href="http://traumadissociation.com">traumadissociation.com</a></p> <p><b>FLIGHT</b></p> <p>Running, backing away or hiding.</p> <p>If there is somewhere to escape to or hide.</p> <p><a href="http://traumadissociation.com">traumadissociation.com</a></p> <p>source: Schore, 2008; Lodrick 2007</p>	<p><b>PARASYMPATHETIC NERVOUS SYSTEM</b></p> <p>Hypoarousal, dissociation.</p> <p>Metabolic shutdown, numbing, hiding behaviors.</p> <p><b>FREEZE</b></p> <p>Tonic immobility, involuntary response.</p> <p>Less chance of injury.</p> <p><b>FLOP / FAWN</b></p> <p>Collapse and play dead.</p> <p>After freeze fails, conserves energy, wounds heal.</p> <p><b>FRIEND</b></p> <p>Trauma bonding (attach) / Stockholm Syndrome.</p> <p>Social engagement.</p> <p>Prolonged or infant trauma.</p>
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- Freeze
- Flop/Fawn
- Friend





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30

30

31

## Protection, Survival and the Aftermath


-  The memories of the traumatic event can “get stuck” in the body and the limbic system
-  The amygdala or “alarm system” can get jammed
-  Alarm feedback cycle fails to turn off
-  The individual becomes overwhelmed by their symptoms of trauma and may experience “triggers”


31

32

## Trauma Triggers: Sensory



- Color
- Object
- Smell
- Sound
- Sensation




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32

33

## Alarms Gets Set Off: Triggers

- The amygdala's alarm system cannot tell the difference between a real threat or situation or object that is a reminder of the event(s)




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33

34

## Sensations in the Body

What are the sensations that you feel in your body when you are stressed? LET'S CHAT




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35

## The Impact of Trauma on the Human Experience

Over time, these adaptive processes can become maladaptive and interfere with:

EMOTIONAL REGULATION

ATTENTIONAL BEHAVIORS

35

36

## The “Lens” of Trauma

Non-Trauma View

I live in a predictable world.

I am worthwhile.

I am hopeful and optimistic about my future and life.

I have the ability to impact & change my life for the better.

I trust myself to make decisions.









Image accessed on 4/4/22 at [www.pixabay.com/sun-glasses-g285024ca7\\_1280.png](http://www.pixabay.com/sun-glasses-g285024ca7_1280.png)

36

37

## The “Lens” of Trauma

Trauma View 

- The world is unpredictable.
- People want to hurt me.
- I am not safe.
- No one will help me.
- I am not good/smart/worthy.
- It will never get better; I can't even trust myself.



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Image accessed on 4/4/22 at [www.pixabay.com/sun-glasses-g285024ca7\\_1280.png](http://www.pixabay.com/sun-glasses-g285024ca7_1280.png)


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38

## What is Re-traumatization?

- A situation, attitude or interaction that replicates the events or dynamics of the original event
- May or may not be obvious
- May be unintentional
- Is always hurtful

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38


39

## Potential Consequence of Distress and Trauma

Self-destructive behaviors are maladaptive measures a person uses to restore inner equilibrium when overwhelmed or unable to cope with stressful life events.

**A person commits suicide every 11.9 minutes**

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39


40

## Adverse Childhood Experience (ACE) Study

- 10-items
- Self report
- Abuse and neglect
- ACE Study originated in 1985

ABUSE	NEGLECT	HOUSEHOLD DYSFUNCTION	
 Physical	 Physical	 Mental Illness	 Incarcerated Relative
 Emotional	 Emotional	 Mother treated violently	 Substance Abuse
 Sexual		 Diverse	

National Public Radio Article Link: <https://www.npr.org/sections/health-shots/2015/03/02/387007941/take-the-ace-quiz-and-learn-what-it-does-and-doesnt-mean>



40



41

### Repeated Trauma During Childhood

The diagram features a purple funnel shape containing three circles, each labeled 'ACE'. One circle is light blue, one is dark blue, and one is green. A green arrow points downwards from the bottom of the funnel to the text 'Negatively Affects Brain Development'.

Negatively Affects Brain Development

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42

### Disrupted Neurodevelopment and “Rewiring” of the Brain

The diagram shows three interconnected boxes. At the top is a purple box labeled 'Stress Response'. Below it are two boxes: a green one on the left labeled 'Irritability', 'Decreased Concentration' and a blue one on the right labeled 'Anxiety', 'Insomnia', 'Depression'. A green double-headed arrow connects 'Stress Response' and the green box. A purple double-headed arrow connects 'Stress Response' and the blue box. A blue double-headed arrow connects the green and blue boxes.

Stress Response

Irritability  
Decreased Concentration

Anxiety  
Insomnia  
Depression

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43

## Adverse Childhood Events Study

- People who had survived being severely maltreated as children showed a
  - **1.4-1.6 times greater risk for obesity**
  - **1.6-2.9 times greater risk for heart disease, cancer, lung disease, skeletal fractures, hepatitis, stroke, diabetes and liver disease**



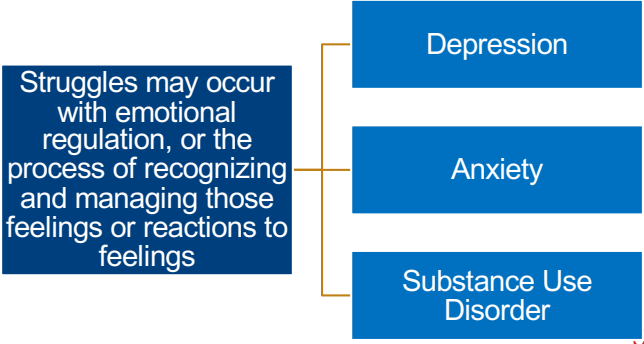

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43

44

## ACE History and Adolescent/Adult Functioning

Struggles may occur with emotional regulation, or the process of recognizing and managing those feelings or reactions to feelings





 44

44

45

## Trauma and Health-Seeking Behaviors



**Traumatic events may negatively influence an individual's access and engagement in primary and/or HIV care**

**Avoidance**  
of medical, dental and behavioral health appointments

---



**Reduced or lack of adherence**  
to HIV treatment and care

---

**Postponement of healthcare services**  
until condition deteriorates and symptoms progress

---

**Misuse**  
of medical treatment services (e.g., emergency department and pain medication usage)



45

46

## Prevalence of Trauma in Persons with HIV

2019 Study Kaiser Permanente in Oakland, California

<ul style="list-style-type: none"> <li>▪ N= 584 PWH</li> <li>▪ Male 96.9%</li> <li>▪ Non-Hispanic White 63%</li> <li>▪ Average age= 49 years</li> <li>▪ Over 50% had completed some college</li> <li>▪ ACEs highly prevalent</li> </ul>	<p><u>Findings</u></p> <ul style="list-style-type: none"> <li>82.5% <math>\geq</math> 1 ACE</li> <li>34.2% reporting 1-2 ACES</li> <li>25.0% reporting 3-4 ACES</li> <li>23.3% reporting <math>\geq</math> 5 ACES</li> </ul>
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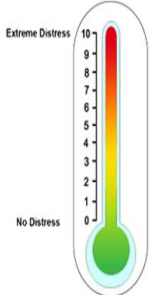





46

47

## Signs and Indicators of a Stress Disorder

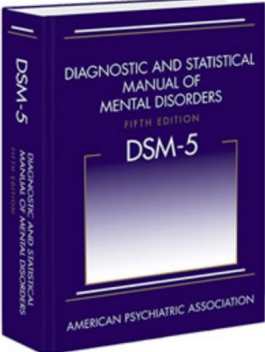
- Hyper-aroused
- Avoidance
- Intrusive thoughts or memories
- Emotional numbing
- Withdrawal from friends and family
- Anxiety
- Depression
- Substance use/abuse



47

48

## Trauma Diagnoses



- Post-traumatic Stress Disorder (PTSD)
- Acute Stress Disorder
- Reactive Attachment Disorder
- Adjustment Disorders
- Disinhibited Social Engagement Disorder
- Other specified Trauma and Stressor-Related Disorder
- Unspecified Trauma and Stressor-Related Disorder

48

49

## Risk Factors' Effect on Life Expectancy

References: Doll, R., Peto, R. et al. (2004) Mortality in relation to smoking: 50 Years' Observations on Male British doctors, *328*: 1519-27; Haslam, D. James, W. (2005) Obesity, *Lancet* (366)9492: 1197-1209; Nedcom, A., Barendregt, J., et al. (2003) Obesity in Adulthood and its consequences for life expectancy: A Life-table Analysis, *Annals of Int. Med.* 138 (1): 24-32; Franco, O., Peeters A., et al. (2005) Hypertension, *Hypertension*, August 46(2):280-6; Franco, O., Steyerberg, E., et al. (2007) *Archives of Internal Medicine*, June 11:1145-51.

Smoking 10 years	
Obesity years	6-7
High Blood Pressure years	5
Diabetes 7-8 years	
Childhood Trauma years	20

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49

50

## Potential Consequence of Distress and Trauma

Self-destructive behaviors are maladaptive measures a person uses to restore inner equilibrium when overwhelmed or unable to cope with stressful life events.

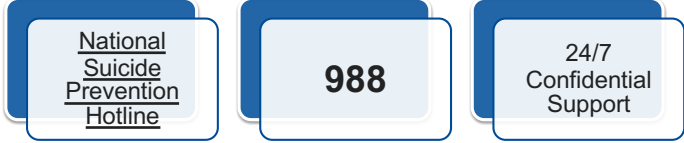
- A person commits suicide every 11.9 minutes
- The strongest risk factor for suicide is depression
- A significant percentage of patients who commit suicide will have seen their primary care clinician in the month before their suicide

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50

51



## National Suicide Prevention Resource



National  
Suicide  
Prevention  
Hotline

988

24/7  
Confidential  
Support





51

52

Unresolved  
Attachment Due  
to Trauma and  
Loss Can Cause





- Shame
- Insecurity
- Low self-esteem
- Dependency
- Limited ability to trust





52

53

## Goal: Help Patients Self-Soothe and Regulate

-  Trauma “hijacks” a person’s brain and their body
-  “Hole” in their body
-  ”Lost” their boundaries
-  “Feel” the beliefs they have about themselves

53

54

Trauma → Lived Experience → Suffering

# My HIV Journey


[www.aaronmlaxton.com](http://www.aaronmlaxton.com)


0:00 / 2:47

54



55

55

 What is Aaron feeling?

 What feelings come up for you when listening to Aaron speak about his feelings about himself and his past trauma history?

Video Debrief- Chat and Open Mic

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55

56

56

LOW SELF-ESTEEM

DIFFICULTY ARTICULATING FEELINGS, THOUGHTS AND EMOTIONS

DIFFICULTY IN ADVOCATING FOR SELF

ATTRACT RELATIONSHIPS THAT FEEL FAMILIAR AND COMFORTABLE

Trauma Can Alter Coping Abilities

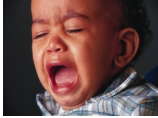
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56




57

# Trauma Responses



Are NORMAL RESPONSES to ABNORMAL SITUATIONS



Tim C. Brennan  
Miami Beach 4111  
Miami Herald

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[http://www.ncdsv.org/images/ODVN\\_Trauma-and-You\\_May-2013.pdf](http://www.ncdsv.org/images/ODVN_Trauma-and-You_May-2013.pdf) and [www.pixabay.com/coronavirus-4991979\\_1920.jpg](http://www.pixabay.com/coronavirus-4991979_1920.jpg)

57

58

## Chat Question

On a scale of 0-10, provide a rating of your current level of distress.



**Numerical Rating Scale**

0 1 2 3 4 5 6 7 8 9 10


None Mild Moderate Severe

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58

59


## Secondary or Vicarious Trauma



- A state of tension and preoccupation with the stories/trauma experiences described by clients, family members, friends and colleagues
- The number of patients dying amid a surge in COVID-19 cases is causing nurses to feel powerless, which can lead to PTSD.

"The cost of caring for others"  
(Figley, 1982)

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Accessed on 5/3/2021 at <https://www.freepik.com>

59

60


## Vicarious Trauma

### Coping With Overexposure to Trauma

Description

- Clinical team members are overexposed to traumatic situations and stories of trauma. This distress may result from the stories they are told by patients or interactions they observe directly. Providers may also experience distress when interacting with those who set and administer the policies (e.g., insurers, legislatures) that affect the people they serve.

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60

61

## Feeling Triggered

- Having a brain makes us all vulnerable to vicarious or secondary trauma
- Healthcare providers are not immune to trauma




April 18, 2024 Accessed on 6/13/2020 at [Compassion\\_fatigue\\_The\\_cost\\_of\\_caring/links/5a01fe42a6f0cc55a159234f/largepreview.pnghttp://canwean.awbw.org](https://www.canwean.com/compassion-fatigue-the-cost-of-caring/links/5a01fe42a6f0cc55a159234f/largepreview.pnghttp://canwean.awbw.org)



61

62



01:00

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62

63

## Trauma-Informed Care

**A strength-based approach** to the delivery of health services that includes an understanding of trauma and its potential impact on individual behavior



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Image accessed on 6/13/2020 at [www.pixabay.com](http://www.pixabay.com)

63

## Levels of Trauma Care

TRAUMA-INFORMED

TRAUMA-SENSITIVE

TRAUMA-SPECIFIC

*ITTIC's three levels of trauma-informed approach*

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64

## What Can You Do Tomorrow to Start Providing Trauma Informed Care at Your Organization?

Source: E. Machtiger (2017). From Treatment to Healing: The Promise of Trauma-Informed Primary Care Strategies Webinar, October. Accessed at [www.chcs.org/resource/implementing-trauma-informed-care-pediatric-adult-primary-care-settings/](http://www.chcs.org/resource/implementing-trauma-informed-care-pediatric-adult-primary-care-settings/). Accessed on 9/28/2020.



### Realize

Realize that a lot about who we are and what we do is because of things that happened to us.



### Embrace

Embrace trauma-informed values for yourself.



### Distribute

Distribute literature in the waiting room about the impact of trauma on health.



### Get

Get training (ideally for the entire organization) about the impact of trauma on health, trauma-informed skills and screening for interpersonal violence and the impacts of lifelong trauma.



### Assemble

Assemble a team that is interested in this issue to get educated, collaborate on steps forward, and support one another in the process..

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65

## Trauma Informed Care is Not Trauma-Specific Care

Trauma-specific care are those clinical interventions provided by trauma specialists.



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66

57

67

## Trauma Informed Practices

What is wrong with you?

What happened to you?

No show to appointments

Nonadherence to HIV medication

Trauma Symptoms

Anxiety

Substance Use

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67

68

## Universal Trauma Precautions

- Assume** that all people and connected persons with whom you are working are coping with the effects of trauma and modify your practice accordingly.
- Recognize** how your organization, your program, your environment, and your practice could potentially act as a trauma trigger.
- Recognize** that providers and staff may also have experienced trauma which can result in employees being triggered by client responses and behaviors.

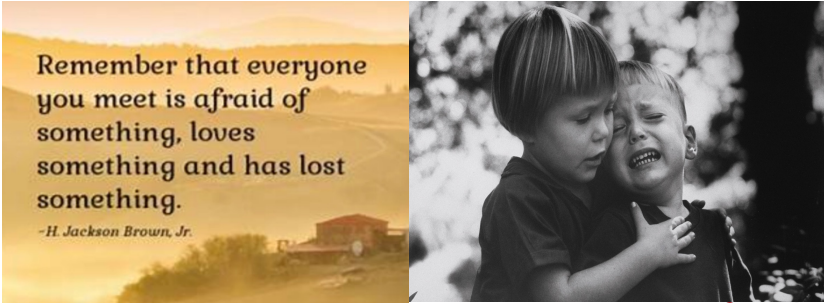
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68



68

69

### Important TIC Tools: Compassion and Empathy



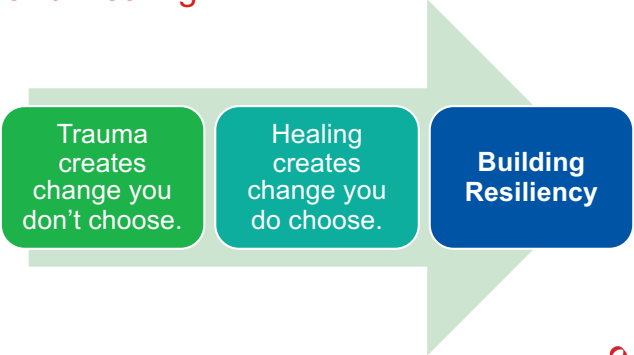
Remember that everyone you meet is afraid of something, loves something and has lost something.  
-H. Jackson Brown, Jr.





69

70

### Trauma and Healing




```
graph LR; A[Trauma creates change you don't choose.] --> B[Healing creates change you do choose.]; B --> C[Building Resiliency]
```




70

71

## Trauma Informed Proficiencies




Calm




Contain



4 C's of Providing  
Trauma Informed  
Care



Care




Cope

71

72

## Chronic Stress, Compassion Fatigue and Burnout




"The cost of caring for others in emotional pain." (Figley, 1982)

- **Stress becomes chronic** when it is overwhelming and cannot be resolved, resulting in relationship, health, and sleep problems.
- **Burnout** is the slow depletion of mental and physical resources; chronic stress without relief.
- **Compassion fatigue** refers to the emotional/physical erosion that occurs when helpers are unable to refuel and regenerate.

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Image accessed on 5/3/21 at <https://www.freepik.com>



72





73

## Starting a Conversation

“I’ve noticed that you’ve seemed distracted and not very talkative today. I’m concerned about you.”

- How is your day going for you?
- What can I do to make this clinic visit a more helpful experience for you?”
- What can I do to help you get a self-care break for yourself today?

73

TRUST

Emphasize  
Choice and  
Autonomy



What would you like to talk about first today?



What do you think may be causing some of the difficult feelings you are having?



How might speaking with a counselor about these upsetting feelings improve the quality of your life?

74

74

75

## Resiliency

**Hard Things & Stressors:**

- Not able to pay bills
- Not enough food to eat
- Violence
- Health problems
- Housing that does not feel safe

**Good Things & Resources:**

- People that you can count on
- Dependable transportation
- Safe housing
- A doctor you trust
- Having enough money

**Things about You:**

- Genetics and DNA
- Resiliency/ACE score
- Life story
- Personality

Resiliency is when the scale tips toward the good even when there are stressors and hard things.

April 18, 2024    Accessed on 16/12/2020 at <http://buncombeaces.org/>

75

## Building Resiliency Requires Internal and External Resources

Cusack, K. et al. (2004). Trauma history screening in a community mental health center, *Psychiatric Services*, February, 55: 157-162.

---

Protective factors that build throughout life

---

Strong relationships and social connections are key to mitigating the negative effects of trauma

---

Trauma-informed therapy includes, but it not limited to yoga, mindfulness, art, writing


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76

77

## Post-Traumatic Growth (PTG) Theory

- **Richard Tedeschi and Lawrence Calhoun (1995)**
- People move from a place of fear, anger, resentment and hopelessness to one of **healing, gratitude, purpose and hopefulness**
- **Personal process of change that is deeply meaningful to the individual**




Picture accessed on 1/22/2018 at <https://socialwork.columbia.edu/event/post-traumatic-growth-veterans/>

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77

78



- Resilience returns a person to their “pre-trauma” level of functioning
- PTG allows an individual to thrive and flourish in ways they had never experienced before the trauma

Reference: Tedeschi, RL & Calhoun, LG (1995) Image accessed on 1/22/2018 at <https://hubpages.com/health/Post-Traumatic-Growth>

## Resiliency and PTG: Not the Same



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78

79

## Case Study

Alec has always been an energetic MCM. Now, at 33 years of age, Alec is very tired and cynical. Alec is angry at the clinic for increasing the MCM caseloads due to decreased funding and annoyed at clients in general for what Alec perceives to be the clients' increased demands. Alec feels that caring for clients no longer provides the same satisfaction as it once did. Alec works long hours and is no longer joining friends for activities outside of work.




79

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## What is going on?

In your opinion, what is happening to Alec?

1. Burnout
2. Compassion fatigue
3. Childhood trauma exposure
4. None of the above





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## More About Alec

- **Alec has a form of burnout called compassion fatigue**, a deep physical, emotional and spiritual exhaustion accompanied by acute emotional pain.
- Whereas MCMs with burnout adapt to their exhaustion by becoming less empathetic and more withdrawn, **compassion-fatigued MCMs continue to give themselves fully to their clients**, finding it difficult to maintain a healthy balance of empathy and objectivity.






81

82

## What does compassion fatigue feel like?


- MCMs who experience compassion fatigue describe it as being “sucked into a vortex that pulls them slowly downward.”
- They have no idea how to stop the downward spiral, so they do what they have done since they became a MCM, they work harder and continue to give to others until they are completely depleted.

82

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## Creating a Culture of Support, Awareness and Resiliency



1. Am I okay? Are you okay?
2. Practice prevention within the organization
3. Provide the means for MCMs to transition between work and home

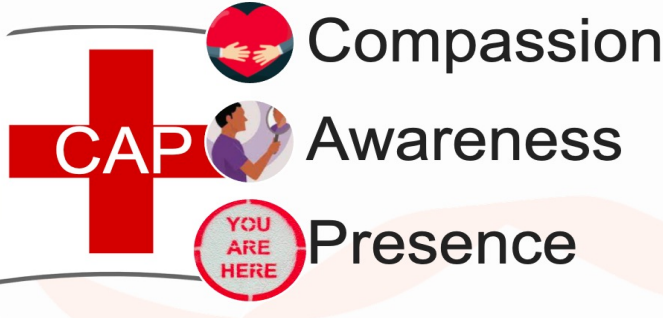
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84

## Prevention: The “CAP” Technique



**CAP**

Compassion

Awareness

Presence

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85

## Compassion



Caring for ourselves (while we care for others)

Being kind to ourselves (making time for nourishment, bio-breaks, exercise, self-care)

Remembering our strengths and our limitations

Being nonjudgmental and not over critical about our work

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86

## Protecting Compassion From Fatigue

- Each of us needs anchors.
- There must be some stable points that help orient us and keep us grounded.
- **Choose three words to adopt as your anchors of integrity.**



Image accessed on 4/28/21 at <https://pixabay.com/vectors/anchor-flag-blue-159575/>.

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86

87

## Let's Chat

List one of your anchors

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88


## Awareness



Mindfulness

Focusing

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89

## Presence

- Physical
- Psychological
- Spiritual

Practice Being Present

89

90

## Two CAP Strategies

1. Reflective Writing
2. Mindfulness

Journaling through words and/or pictures

### Let's Chat

What have you done this week that you were proud of, no matter how simple it might sound?



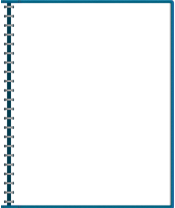
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## 1. REFLECTIVE WRITING

Journaling provides a foundation for reflective thinking and can help nurses, express their emotions and improve their health and wellbeing.

Journaling is a record of personal thoughts, daily events, and evolving insights. It also provides a foundation for creativity, guidance, self-awareness, understanding, and spiritual development.





91

92

## 2. MINDFULNESS

- The quality or state of being conscious or aware of something.
- A mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations.



92

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## Teach and Promote Self-Care Awareness Activity



BREATH FEET BODY

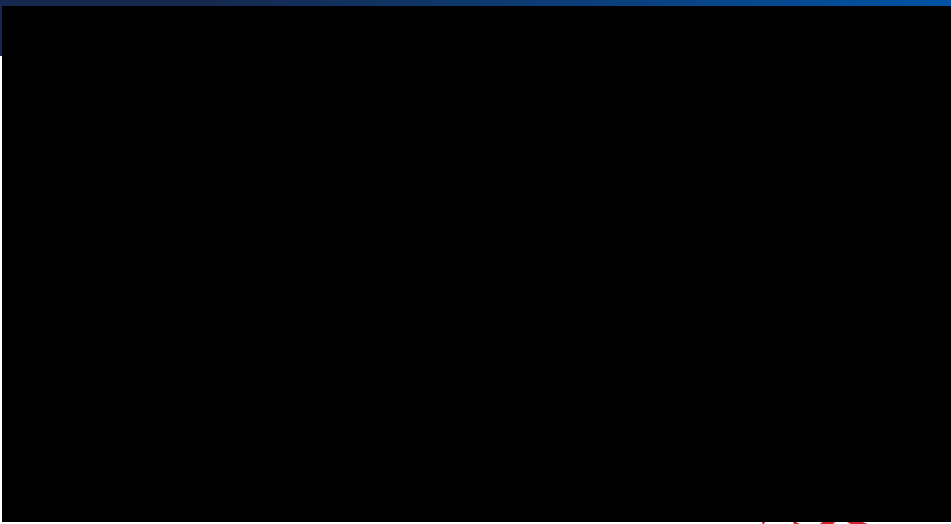
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93

94





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## Developing a Self-Care Plan

1. Create and protect your quiet time.
2. Recharge your batteries daily.
3. Hold one focused, connected and meaningful conversation daily.


95

96



### BUILDING A SELF COMPASSION ROUTINE

**Building a Self Compassion Routine**  
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96

97

## Mindful Awareness



Helps in working through difficult emotions

Allows us to stay with pain and suffering long enough to make a conscious decision to take care of ourselves


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98

## Tools to Help Patients Feel Safe

When a person has experienced trauma things don't feel safe and usually, no amount of talking helps people feel safe. It is important that patients have tools especially when they are in the clinic, where you and your team can help them feel safe. We can teach patients to develop a set of tools by teaching them self-care strategies to self-soothe:

1. Hand under and hand over
2. Hand on forehead, hand on chest, hand on belly
3. Butterfly hug with finger tapping


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98

99

## Building Resilience is About Staying with Emotions in a Non-judgmental Way









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## Learning to Regulate Our Emotions

- 
 Being mindful of the environments that trigger us
- 
 Optimize and calibrate our emotional state to be appropriate for what is going on in the moment
- 
 Avoid holding emotions inwards, but rather have strategies to safely release them
- 
 Use re-appraisals to reframe or give more positive meaning to events and situations
- 
 Knowing how to respond and not react.


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DO YOU HAVE A RITUAL TO SIGNAL THE END OF YOUR WORKDAY?





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## Transitioning Away From Work

Goal: Topping our emotional reserves

If you have had a particularly stressful day, acknowledging and discarding any negative thoughts or feelings can help improve sleep quality. Having a ritual to signal the end of work is essential.



102

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## Create a Strong Support Network




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103

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## Reach Out to Colleagues, Supervisors, Emotional Health Professionals



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104




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## Meditation Relieves Stress & Fatigue





- Heartbeat and breathing rates slow down
- Oxygen consumption falls by 20%
- Blood lactate levels drop (levels rise with stress and fatigue)
- Skin resistance to electrical current, a sign of relaxation, increases fourfold
- EEG rating of brain-wave patterns indicate increased alpha activity, another sign of relaxation






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## Meditation Takes Many Forms




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## Meditation Starts with One Breath




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107

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## And Another...



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108

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## Practicing Self Care Helps Us Care For Ourselves While We Care for Others



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109

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## Self Care and PTSD Coaching Applications

**PTSD Family Coach** is a **free, easy-to-use mobile application**. It was developed by the Department of Veterans Affairs (VA) in 2016 and updated in 2018. The app can help partners and loved ones of people with posttraumatic stress disorder (PTSD). More than **240 family members of Veterans** with PTSD helped create PTSD Family Coach (Owen et al., 2017). The app is an easy way to learn about how PTSD can affect families. It also has tools to help family members manage their well-being.


**PTSD Coach** is a **free, easy-to-use mobile application**. It was developed by the Department of Veterans Affairs (VA) in 2011. It is a convenient way to learn about the symptoms of posttraumatic stress disorder (PTSD). You can also learn about coping skills and PTSD treatments. Research studies have shown that **PTSD Coach can reduce PTSD symptoms**, especially when used as part of therapy. The app may also help with symptoms of depression. PTSD Coach is not meant to replace professional care.

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110

11  
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## Evaluation Program QR Code




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111


11  
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## Thank you!!

### Questions and Conversations

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112

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